

BMV and the business of change

by Mary L. DePrez
Commissioner, Indiana Bureau of Motor Vehicles

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Running a business and running an agency of state government have something fundamental in common: if you want to be successful, you must serve the customer well. Our customers, who are also our employers, are Hoosier taxpayers. They expect efficiency, quality, top-flight customer service – and value for their tax dollar.

Better service can mean simple adjustments or require major changes, and looking for ways to improve our service is our commitment to Hoosiers. Every day, we're working to make the changes that matter. No "that's the way we've always done it." Instead, we ask "how can we better serve you?"

Beginning the week of October 4, license branches around the state will be open Tuesday through Saturday. Why the change? The answer is simple – our customers asked for it, it's cost-effective, and there's no reason to wait. Eleven of 169 branches currently are open on Saturday mornings, and that's their busiest time of the week. Under the new schedule, all full-service branches will be open Saturday mornings and all day Tuesday through Friday. Consistent hours, when people need them – and at no additional cost.

In addition to improved branch hours, we know people love the convenience of online transactions - so even if you're sitting in your pajamas at 3 a.m., you can renew your license or registration through BMV Express (go to www.bmvexpress.IN.gov).

Statewide Saturday hours are a big step, one we're very proud of. But I am prouder still to tell you this change won't be the last one. We're listening and we're taking action. The Bureau is changing profoundly, and we won't stop at improving branch hours.

Just as with a successful business, the key to making all these changes work is our employees. Many will have to adjust their work schedules and adapt their own routines so that you won't have to adjust yours. That's the true spirit of public service, and I am proud of our staff's dedication to meeting the needs of the public.

Renew online when you can – I think you'll really like it. But, when you're in a license branch, please take a moment to thank the workers who serve you. Tell them what you think of our new schedule, and of their dedication to customer service. The smile you get will be a bonus.

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Note to editors: Photo of Commissioner Mary L. DePrez is available at
<http://www.in.gov/bmv/about/MaryDePrezphoto.jpg>

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